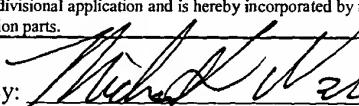


UTILITY PATENT APPLICATION TRANSMITTAL		<i>Title of Invention</i>	Method and System for Selecting a Preferred Contact Center Agent Based on Agent Proficiency and Performance and Contact Center State
<i>(Only for new non-provisional applications under 37 CFR 1.53(b))</i>		<i>Named Inventor(s)</i>	Matthew G.A. McConnell; John C.C. McIlwaine; Rick Baggenstoss; Scott Richter; Robert L. Beard; Eric Blumthal; Jennifer C. East; and Lisa Marie Foley
		<i>Attorney Docket</i>	07117.105015
		<i>Express Mail Label No.</i>	EV 330777936 US
APPLICATION ELEMENTS		<i>Commissioner for Patents</i> ADDRESS TO: Mail Stop Patent Application P.O. Box 1450 Alexandria, VA 22313-1450	
1. <input checked="" type="checkbox"/> Fee Transmittal Form <i>(Submit an original, and a duplicate for fee processing)</i> 2. <input checked="" type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27. 3. <input checked="" type="checkbox"/> Specification, Claims, and Abstract Total Pages 42 4. <input checked="" type="checkbox"/> Drawings Total Sheets 10 5. Oath or Declaration Total Pages 8 a. <input checked="" type="checkbox"/> Newly unexecuted (original or copy) b. <input type="checkbox"/> Copy from prior application (37 CFR 1.63(d)) <i>(for continuation/divisional with Box 17 completed)</i> (i) <input type="checkbox"/> <u>DELETION OF INVENTOR(S)</u> Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).		ACCOMPANYING APPLICATION PARTS 9. <input type="checkbox"/> Assignment Papers (cover sheet & document(s)) 10. <input type="checkbox"/> 37 CFR 3.73(b) Statement <i>(when there is an assignee)</i> <input type="checkbox"/> Power of Attorney by assignee 11. <input type="checkbox"/> English Translation Document (<i>if applicable</i>) 12. <input type="checkbox"/> Information Disclosure Statement (IDS) PTO-1449 <input type="checkbox"/> Copies of IDS Citations 13. <input type="checkbox"/> Preliminary Amendment 14. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) <i>(Should be specifically itemized)</i> 15. <input type="checkbox"/> Certified Copy of Priority Document(s) 16. <input checked="" type="checkbox"/> Assignee: <u>Knowlagent, Inc.</u> <u>3157 Royal Drive, Building 200, Suite 100,</u> <u>Alpharetta, Georgia 30022</u> 19. <input type="checkbox"/> Other: _____ _____ _____	
6. <input type="checkbox"/> Application Data Sheet. See 37 CFR 1.76. 7. <input type="checkbox"/> CD-ROM or CD-R in duplicate, large table or Computer Program (<i>Appendix</i>) 8. Nucleotide and/or Amino Acid Sequence Submission (<i>if applicable, all necessary</i>) a. <input type="checkbox"/> Computer Readable Form (CRF) b. Specification Sequence Listing on: i. <input type="checkbox"/> CD-ROM or CD-R (2 copies); or ii. <input type="checkbox"/> paper c. <input type="checkbox"/> Statement verifying identity of above copies			
17. If a CONTINUING APPLICATION , check appropriate box and supply the requisite information: <input type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP) of prior application No: Prior application information: Examiner: _____ Group/Art Unit: _____			
For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation <u>can only</u> be relied upon when a portion has been inadvertently omitted from the submitted application parts.			
18. CORRESPONDENCE ADDRESS: Michael L. Wach KING & SPALDING LLP 45 th Floor 191 Peachtree Street, N.E. Atlanta, Georgia 30303			
By:  Reg. No. 54,517 Date: <u>August 20, 2003</u> Telephone: 404.572.4600 Facsimile: 404.572.5145 Customer No. 20786			

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08/20/03

Attorney Docket No. 07117.105015
Express Mail Label No. EV 330777936 US

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): Matthew G.A. McConnell; John C.C. McIlwaine; Rick Baggenstoss; Scott Richter; Robert L. Beard; Eric Blumthal; Jennifer C. East; and Lisa Marie Foley

Filing Date: August 20, 2003

Title: Method and System for Selecting a Preferred Contact Center Agent Based on Agent Proficiency and Performance and Contact Center State

The filing fee is calculated as shown below:

1. FILING FEE:

FOR:	SMALL ENTITY	LARGE ENTITY	
FEES	FEES PAID	FEES	FEES PAID
<input checked="" type="checkbox"/> UTILITY FILING FEE	\$375	\$375.00	\$750
<input type="checkbox"/> DESIGN FILING FEE	\$165		\$330
<input type="checkbox"/> PLANT FILING FEE	\$260		\$520
<input type="checkbox"/> REISSUE FILING FEE	\$375		\$750
<input type="checkbox"/> PROVISIONAL FILING FEE	\$80		\$160
SUBTOTAL (1)		\$375.00	\$xxx

2. CLAIMS:

FOR:	NO. FILED	NO. EXTRA	RATE	SMALL ENTITY	LARGE ENTITY
TOTAL CLAIMS	38 - 20 =	18	18 x 9 =	162.00	x 18 =
INDEP. CLAIMS	5 - 3 =	2	2 x 42 =	84.00	x 84 =
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+140 =		+280 =
SUBTOTAL (2)		\$246.00	\$xxx	\$xxx	\$xxx

3. ADDITIONAL FEES:

FOR:	SMALL ENTITY	LARGE ENTITY	
FEES	FEES PAID	FEES	FEES PAID
<input type="checkbox"/> LATE FILING, FEE OR OATH	\$65		\$130
<input type="checkbox"/> NON-ENGLISH SPECIFICATION	\$130		\$130
<input type="checkbox"/> OTHER			
SUBTOTAL (3)		\$xxx	\$xxx

TOTAL FILING FEES: \$621.00

A check is enclosed for the total amount: \$621.00

 Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.

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By:

Date: August 20, 2003

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